

Pre-Adopt: Missed Surgery Appointments

Purpose

This procedure document provides instructions and steps to be taken when an animal is not brought in for a spay/neuter surgery appointment by their adopter.

Process

1. If an animal is a no show for spay/neuter surgery.

The medical clinic receptionist will open the animal's record in Shelter Luv, select memos, and add the memo type "missed sx appointment". The medical clinic receptionist will note if they emailed or called the adopter to reschedule.

The adopter has 7 days to return the medical clinic receptionist's email/phone call.

- a. If there is no response within 7 days, the data records representative will send an email to adopter. The data records representative will use the memo type "attempted to contact preadopter" to note that an email was sent. The adopter has 14 days to return the data record representative's email or to reschedule their missed surgery appointment with either team.
- b. If after 14 days there is no contact from adopter, the adopter is referred to legal services by the data record representative.

2. A pre-legal letter is sent out by the legal services.

This letter provides the adopter with notice of the missed appointment and the need to reschedule appointment or the animal. This letter also provides all dates of contact, via phone and/or email. It also advised them that the animal be noted as stolen in our records and the City will be notified.

A memo is made by legal services noting that legal letter was mailed.

- a. If letter is returned, the animal is outcomed in Shelter Luv as stolen by the legal services. The adopter is also made a DNA in Shelter Luv.
- b. If there is no response to the pre-legal letter, a formal legal letter is sent out, via certified mail, advising the adopter that they did not respond to the previous pre-legal letter or any other attempts at contact and now the animal is being outcomed as stolen and the adopter is now a DNA in our system.